

Voice of the Customer Rollup Comments

Property Themes – April 2000

Question #1

Effectiveness of excess/salvage process (using/reusing property).

- Whenever I am looking for excess property, I can't find it. Yet, the Laboratory is willing to give excess property to other institutions. Do directorates/divisions hoard their excess property and not list it?
- I recently salvaged a computer that needed to be degaused. There seemed to be a lack of communication between the different teams involved as to the specifics of the process and necessary forms.
- Not sure how this process is doing.
- When I excess or salvage stuff, I just expect for someone to pick it up and take it away. No big deal.
- Very poor. Too much excess equipment is ruined by poor handling or being left in the elements before it gets to a place where it might be used. The property personnel have no respect for the equipment.
- It appears that whenever there's new management, \$ are spent purchasing new furniture/property, sometimes to excess. For example with most every change in management the offices have been reconfigured and/or property/equipment purchased
- I have gotten computers and cell phones through salvage. The only problem is that sometimes the equipment wasn't "as advertised", and therefore not useful after all. This ended up wasting time arranging to get the property transferred, and then re-salvaged
- It would be helpful to have an on-line inventory that shows what's in salvage, making it easier for one to decide if it's worthwhile to go look.
- Some items listed as "servicable" are completely unusable. Property administrators should verify the functionality of "servicable" equipment before listing it as "servivable".
- I salvage a lot of computers that are 2 or 3 years old and when I need parts to repair on of these systems that I have kept, all the systems I have sent to salvage are not their.
- I support computer equipment for Lansce users. When computer equipment is salvaged, very often users will find a free "deal", which is the broken, salvaged equipment discarded by others. With no knowledge of why the equipment was placed in salvage
- Sometimes takes longer than I think it should, but otherwise it is effectively managed.
- Certain items (costly but unused) found when we reconfigured our offices
- Takes too long.

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Property Themes – April 2000, Continued

Question #1 (continued)

- We do not have a very effective way of finding out what is available short of going to the salvage area and looking around. This is bad as a whole but good for those of us that do go because there is little competition.
- Efforts to reuse/resell property are good. We should do much more in the are of donations to eligible organizations, and publicize this in the newsletter.
- Salvage should be either utilized to its fullest or made easily available to individuals to purchase for their personal needs.
- Have sometimes been unable to get answers from anyone about recycling certain items (costly but unused) found when we reconfigured our offices
- Most people or parties interested don't know much about it. The people in the loop seem to benefit more than needy parties.
- I remember there was a time when old software or computers were able to be given to local schools or organizations; I recently salvaged a ~two year old Mac because my entire organization was changing to PCs. This Mac was still in excellent working condition
- Ten years ago I could furnish an acceptable office from excess/salvage. Where does all the furniture go now?
- I've had difficulty getting salvaged equipment/software once it gets to the warehouse, (physical warehouse). Some folks there don't speak English well enough to help, and the people who can are often not there.
- Not personally involved in excess/salvage process, nor is the office in which I work. Nonetheless, I think this is a critically important function for the Lab and I think more needs to be done to emphasize its importance to all Lab employees
- Is there a mailing list where information about excess/salvage used or reuseable property and if so please add my name to the list. Information of this nature would be very useful to me.
- Recycle of property is good, but because of client legal considerations, some property must be sent incomplete (less hard drive).
- We used to have a easily found list of items that were going to be excessed. It may still be out there but I haven't seen it in years. The only thing we see anymore is an e-mail from someone offering an item before it goes to excess/salvage.

Question #2

Laboratory property custodians expend an appropriate amount of time and effort accounting for government property.

- I have no idea as to what property custodians do all day long

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Property Themes – April 2000, Continued

Question #2 (continued)

- Judy Ireland, our PA does a very good job in this area
- I repeatedly have to give them the SAME information. Seem to lack a working methodology.
- This comment only to FWO property custodian. Other Divisions I have worked in do not apply as service was not satisfactory.
- Too much time is spent because too many custodians are irresponsible.
- Too much time is spent accounting low-dollar items. Also, items should be amortized automatically, i.e. they should be given a "lifetime" when entered into the system and dropped from the property accounting when they expire.
- Our property administrator is on top of all our division's property, and sends out timely notifications.
- Too much effort for the \$2 and \$10 items - not enough on the bigger ticket items.
- When equipment is missing, I expect my PA to help me find it not just tell me it's my problem.
- I have the impression that our unaccounted for property has decreased in recent years. This is a good trend, and enables us to claim a good record on waste, fraud, and abuse.
- Perhaps it would be easier to account for things if less property was assigned to an individual person.
- Requires follow up on my part to assure it has been handled properly
- I do not personally believe it is "right" or "correct" for Procurement (BUS-5) to permit Groups to buy computers with gov't money and then turn around and allow a member of the group to take that computer and use it permanently in his/her home.
- IAS process is great!
- Tommi is terrific! Always on top of things. Procedures are clear and consistently interpreted/implemented. I'm reassured, since I take lab property (laptop, cell phone) with me on various trips here and there and want to be sure that all is accounted for
- I feel that the LANSCE property custodians do a good job of this.
- Users who have large numbers of items on their account, spend a good portion of time with changes. I refer here to persons who maintain property for the whole group and as people change the property flows in and out of their account

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Question #3

The data on my property accountability statement is accurate.

- I have had a previous problem with an item showing up on the statement and I couldn't get the PA (no longer in BUS) to take it off until 3 years later.
- Again Judy does a good job, quick to make changes etc.
- Usually out of date, even though the correct information has been submitted, sometimes more than once.
- Has gotten better in the past year.
- Contract employee
- Our PA is very good at keeping up with our statements.
- It changes regularly. I spend more time correcting the statement then it's worth.
- Too many low-value items which I can't begin to know their location without a lot of effort and time.
- I have had problems in the past, but in the last year and a half they have not occurred.
- No comment
- Perhaps have limits on the amounts of property that can be assigned to an individual?
- Requires effort on my part to assure that old property has been deleted
- Gerald Tafoya is our Division's property book officer. He and his staff do an excellent job.
- Property accountability statements are timely and usually complete. I've had minor problems with accuracy when equipment that I have returned hasn't been removed from accountability statement -- not a major issue, but one that probably needs looking at -
- All problems in the past have been quickly resolved
- Less satisfied only because sometimes the system doesn't get the statements updated in a timely manner, and they have to be re-run.
- I have submitted the correct name for several items on my list over and over again and they never get changed. When I start looking for items I am accountable for I am always going through the process of trying to figure out what something is.

Question #4

The property accountability statement is effective in helping me manage my government property.

- Yes, I check mine, but I have heard some people just sign without reviewing the items on their statement. This will not work in the long-run.

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Property Themes – April 2000, Continued

Question #4 (continued)

- See q3
 - The descriptions are terse and it is difficult to identify some property that was acquired years ago and is little used.
 - Contract employee
 - I keep all of my statements on file.
 - Sometimes there is just a property number and a cryptic description that is completely bogus, making it very hard to determine what the item is. The property reps are extremely helpful in changing the description once I figure out what the item is.
 - Yes, it's mandatory.
 - There needs to be more accountability for how much property individuals are assigned and how much they really need.
 - See above.
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Question #5

Personal (individual) accountability for government property is a good business practice.

- Are people really being held accountable for their property? I always hear about property being written off, i.e cell phones lost or stolen. Shouldn't they have to reimburse the Lab? It seems this is accountability in name only
 - I am not sure that accountability is treated the same by all groups/divisions.
 - Now - if LANL could only make people accountable for their actions.
 - As above, for comments on the need to amortize the property inventory in order to keep it at a manageable level and to eliminate time spent for accounting obsolete property.
 - Accountability needs to be strengthened.
 - Again - focus on important stuff, including property that could be abused (e.g. computers, printers...)
 - Some people are responsible for so much property (by default in many cases), it's impossible for them to account for it all.
 - Personal accountability and responsibility is not nearly adhered to as much as it should be here at the Lab.
 - Some items should be tracked at the organizational level, by BUS personnel.
 - Its a good business practice but not enforced by management at the laboratory.
 - Are there any sanctions for not accepting/discharging personal/individual accountability in a satisfactory manner? If not, there should be.
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Property Themes – April 2000, Continued

Question #5
(continued)

- Our current PA is great. However, it seems like he has had to deal with a lot of legacy property during his tenure.
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Question #6

The level of training and information I receive on property issues meets my needs.

- I have never received any formal training.
 - I have never had any training that I can recall
 - I do not need or want anymore training! BUT! There does need to be a written (online) document that describes the responsibilities.
 - Contract employee
 - I haven't personally received any formal training on property accountability. It was all on-the-job.
 - The system and communication of it to all employees could stand some improvement. Some employees tend to discount the irresponsibility in this area.
 - Individuals need to know that they will be held personally accountable for any and all property assigned to them.
 - No training provided.....??
 - Haven't had any training but the information I receive is adequate. This is an unfortunate combination of concepts. Doubt if you will be able to tell if responses address training or information.
 - I would like to see an increase in the training/information on property issues
 - Don't get a lot of info on this.
 - I have never had any training and I can't imagine what training could be required to check numbers on items.
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Question #7

My division's Property Administrator provides property services that meet my needs.

- Again, Judy does an excellent job!
 - How can one be expected to give an honest answer when this is information is not protected from public access. This comment is not meant to imply that the Property Admin is either effective or ineffective, just that the question is improper
 - Contract employee
 - Rick Valerio is proactive and extremely responsive to our needs.
 - Hard working, energetic, competent
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Property Themes – April 2000, Continued

Question #7 (continued)

- My property representative needed to log me onto the Natural gas fuel system so that I could fuel the vehicles, but has failed to do so, even though I asked a number of times.
 - Very efficient and easy to work with.
 - The Division PA only supports me when I ask which is very seldom
 - Our PA is fabulous and extremely proactive in getting our site cleaned up and re-using property whenever possible.
 - Julian Sandoval has on numerous occasions gone above and beyond the call of duty to expedite the process in professional and very personable manner. He is indeed a real asset to BUS and NIS Division. The NIS-BUS Property team has an excellent reputation
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Question #8

Property Management provides a valuable service.

- This is very important to the Laboratory - we devote people and money to monitoring and reporting, but the field people are the ones doing the work, are they getting the right level of support and credit?
 - It's necessary. What else can I say.
 - For the last time, I'm a contractor. Therefore, I have no government property assigned to me.
 - BUS-6 does not provide any service at all in regards to property concerns. There is never anyone around to answer questions or address issues. The only time anyone sees BUS-6 is when there is an inventory or validation of some sort, other wise they disappear
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Other Comments

In your view, have we omitted any critical issues from this questionnaire? If so, please comment.

- My property is very helpful and responds to my questions very quickly.
 - Not property management but rather procurement is where we seem to have the most problems.
 - Property items are tied to the cost code for the acquisition. This link confuses the issue of property transfers to other projects and programs, and it sometimes causes problems when it is desired to use excess
 - The dissatisfaction alluded to in the survey, is due to misuse of property. Gov't vehicles are grossly abused as are many personal items. When is someone going to be held accountable?
 - No
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Property Themes – April 2000, Continued

Other Comments (continued)

- Property accountability is one of those necessary evils that we have to live with. Consequently, I think about it as little as possible. Our division property administrators take very good care of my needs.
- In my work I have to read and report property numbers daily. The printing on the current labels are printed with an extremely small font. Although property personnel can scan these labels, those of us without a scanner are in trouble.
- A great deal of our property loses value with time and should be removed from accountability. I do not know of any process that permits this. I am accountable for a computer that is off site at a Laboratory Office in Nebraska.
- There are a lot of items that we as a lab could donate to the community, and I think it would be beneficial if we did this to the greatest extent possible. Leftover lumber is disposed at the landfill, and measures are taken to make sure it is not diverted
- 1. Property which has depreciated to zero \$ should not appear on my accountability statement. 2. Why do I need one form to travel, another form to use it at home, or a pass take it with me where I need to go?
- Groups who have designated work areas where equipment doesn't need to move are okay with the current processes/methods etc. Those who have many different work sites and constantly have to move/share equipment find it harder to keep track.....??
- These questions are vague. What is the real problem you are trying to address?
- Information overall about value of property, amount of lost/stolen/destroyed property, etc., etc. should be made widely available -- as a means for encouraging employees and managers to take the matter seriously
- N/A
- The main issue is that old computer equipment really has no monetary value--yet the system thinks it still has the value we paid for it. There needs to be some sort of depreciation--for computer equipment, it is junk in about 5 years.
- It isn't exactly part of property management but you can feed this to the appropriate group. I get really irritated with the useless delivery information we get. The electronic notice that something has been delivered is a total waste of my time.
- BUS-6 does not understand what really goes on out in the field. They make policy or decisions based on what they think is right without listening to actual property custodians or property administrators.

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